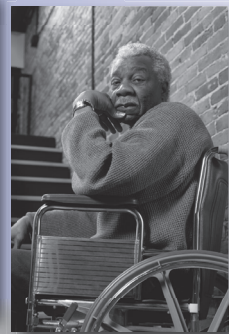


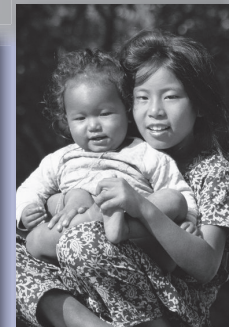


Montgomery County Government
Department of Health and Human Services

Annual Report



Building a Healthy, Safe and Strong Community – One Person At A Time



Fiscal Year 2008

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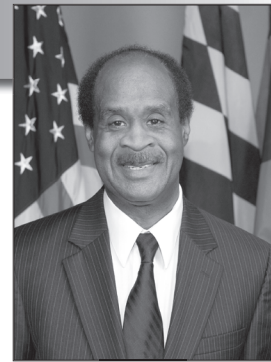




Building a Healthy, Safe and Strong Community –

Message from the County Executive

I am pleased to present the FY 2008 Annual Report for the Montgomery County Department of Health and Human Services. With the Montgomery County population nearing one million, our community is diverse in age, ethnic background and income.



The largest department in County government, the Department provides important health and social services to vulnerable individuals and families in our community. I am proud and appreciative of the work done in the Department of Health and Human every day for those vulnerable individuals in our community who lack resources to help them achieve self-sufficiency and success.

I commend all the staff of the Department of Health and Human Services for their commitment to creating innovative and effective programs that are not just helping vulnerable individuals achieve a better chance for health and success, but also for improving and strengthening the quality of life in Montgomery County.

Sincerely,

A handwritten signature in black ink that reads "Isiah Leggett". The signature is fluid and cursive.

Isiah Leggett
County Executive



Message from the Director

It is with great pleasure that I present the Montgomery County Department of Health and Human Services Annual Report for Fiscal Year 2008.

I joined the Department nearly two years ago and have been impressed by the quality of services that we provide to the residents of Montgomery County. I am proud to lead our workforce, now numbering nearly 1600 dedicated and professional individuals.



Providing health and human services to a community of nearly one million residents is complex, invigorating, life changing and extremely important. Core services that protect the community and the health and safety of at-risk children and vulnerable adults, and address basic human needs including food, shelter, clothing and personal care are the heart of our mission but they are not the only services we provide.

Providing these services in a time of budgetary challenges at the local, state and federal level require that we think strategically, creatively and innovatively. At the same time we face lean fiscal times in our funding, the need for our services is increasing. The weakening economy, fueled in part by the mortgage and foreclosure crisis, is increasing demand for our services – including energy assistance, shelter services for the homeless and health services for the uninsured.

During Fiscal Year 2008, I set three priorities for the department, all while maintaining our day to day operations – service integration, quality service and accreditation. We are on our way towards further service integration, ensuring accountability and planning based on data, performance measures and clear expectations. Accreditation work is in full swing and we expect to meet the requirements in late 2008.

While these are challenging times for all, the individuals who make up the Montgomery County Department of Health and Human Services are up to the task of continuing to provide high quality, caring and committed service to the residents of our community. Please contact our department if you would like further, detailed information about programs and services highlighted in this annual report.

Warmly,

A handwritten signature in cursive script that reads "Uma S. Ahluwalia".

Uma S. Ahluwalia
Director



— *One Person At A Time*

Office of the Director

Uma Ahluwalia, Director



This office includes:

- Policy Oversight & Integration
- Intergovernmental Relations and Legislative Coordination
- Planning, Accountability and Customer Service
- Public Information
- HIPAA/ADA/Olmstead Compliance

Highlights

- Convened a sub-cabinet of the County Executive's Office to focus on the increasing needs of seniors in the community. HHS is working with all County departments to address the oncoming demographic wave of aging residents and determine how the County can best serve them.
- The African American Health Program, Latino Health Initiative and the Asian American Health Initiative provided critical services to improve access and help reduce disparities in the minority populations in the county. Accomplishments during FY08 included the completion of the first-ever Asian American health needs assessment generating valuable information on health needs and risk factors; the creation of the Latino Health Initiative Blueprint for health and the provision of 3000 health screenings at the second annual Ama Tu Vida health festival; and the African American Health Program's development of an online data base to better collect data and measure outcomes. The focus on data and strategic prioritization are key to the next generation of anticipated programming aimed at reducing disparities and improving health and social services outcomes for our minority populations.
- Began intensive development of Service Integration Pilot with small number of cases. Pilot identified 24 potential cases for service integration, of which 10 were selected and received comprehensive team-based case management. Additional cases to be added in FY09.

Trends/Issues

- Anticipate increasing caseloads in many programs as economy continues to slow.
- Anticipate continuing decreases in federal, state and local funding; thereby increasing the challenge to think creatively to address reduced resources, while serving more customers.
- Administer an assessment of infrastructure needs, specifically information technology (IT), as a foundation for designing an enterprise framework for all of HHS programs.
- Continue emphasis on performance, qualitative evaluation and accountability at the department level – including CountyStat and Quality Service Reviews (QSR).



Planning, Accountability and Customer Service

JoAnne Calderone, Manager



The Department has made substantial progress in the quality improvement efforts including development of: departmental performance measures, a team-based case practice model, and a qualitative case review protocol to determine client outcomes; and strengthening internal processes to achieve continuous quality improvement.

This office includes:

- Performance Measurement and Planning
- Information and Referral Telephone Line
- Grants Resource and Acquisition Unit

Highlights

- Launched department-wide service integration pilot program focusing on coordinated team based case management to better serve clients with multiple needs.
- Initiated the development and in-depth pilot testing of a case review qualitative evaluation model to assess the impact of HHS services on client outcomes.
- Obtained grant funding totaling \$17.6 million for health and human services provided directly by HHS and/or in collaboration with community partners.

Stats

Grants Awarded to HHS and Partners

The Grants and Resource Acquisition unit, begun in 2005, collaborates with internal HHS staff and external community partners to develop and submit grant proposals to fund needed health and human services not covered by County, state or federal budgets. This collaboration has led to an increase in funding from federal and state government and private foundations.

New Grant Dollars Awarded

	FY2006	FY2007	FY2008
Grants to HHS Directly	\$1,360,737	\$5,271,289	\$ 3,108,852
Grants to HHS Partners	\$ 302,280	\$7,857,073	\$10,933,395

*Due to the late release of the FY2008 federal budget, award decisions on an additional \$13 million in grant applications are yet to be made.

Health and Human Services (HHS) Information and Referral Telephone Line

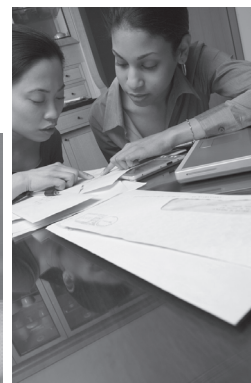
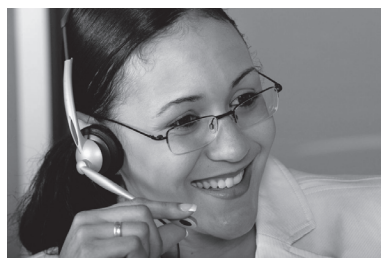
The HHS Information and Referral telephone line serves as the primary telephone contact point for the Department. Staff with English, Spanish, Chinese and Urdu language capacity provide information to customers and connect them to requested staff or services. The unit also provides up-to-date information in times of special circumstances including water main breaks, disease outbreaks or other health or emergencies. The unit scored 95 percent in overall customer satisfaction in a survey of callers in spring 2008.

Information and Referral Telephone Assistance

	FY2006	FY2007	FY2008
Number of Calls	15,880	41,599	43,083

Trends/Issues

- Baseline data collected and reported in FY08 will form the basis for setting performance measurement targets in FY09, strengthening the foundation for data driven decision-making.
- Anticipated reductions in federal and State grant funding may reduce the number of grant opportunities and associated funding available for health and human services.
- The FY08 establishment of an infrastructure to support continuous quality improvement efforts around internal operations, case practice and service delivery will mature to a full operational levels in FY09.



Office of the Chief Operating Officer

Corinne Stevens, Chief Operating Officer



The staff of the Office of the Chief Operating Officer is fully engaged in the Department's work of continuous improvement of our administrative processes. Working collaboratively with service area staff we are committed to strengthening our capacities in an environment of transparency and accountability.

This office includes:

- Budget
- Fiscal Management
- Cost Allocation and Claiming
- Contract Management
- Logistics and Facilities Support
- Human Resources
- Information Technology and Compliance (ADA and HIPAA)

Highlights

- Implemented an information security awareness training for the Department workforce using a new computer-based training module.
- Administered the Retirement Incentive Program (RIP) for the department, resulting in the July 1, 2008 retirement of 33 employees.
- Managed a contract portfolio in excess of \$80 million, completing 21 Requests for Proposals and more than 1,600 contract actions.
- Continued work to reduce the number of separate software applications used to support the Department's health and human service operations.

Stats

Security Awareness Training

Employees with IT Access	Employees Trained	Employees Not Trained	Percentage Trained	Percentage Not Trained
1636	1567	69	96%	4%

The Department of Health and Human Services collects and maintains a significant amount of confidential information about individuals and families in order to provide services and administer its programs. The Department is committed to ensuring that this information is safeguarded and protected. In Fiscal Year 2008, the Department took a leadership role in developing an Information Technology Security Awareness Training Program; trained its existing workforce and incorporated the training into its new employee orientation; implemented a departmental safeguarding policy using best practices, and put new protections in place both in the workplace and in the field.

IT Legacy Application Replacements

FY2003	FY2004	FY2005	FY2006	FY2007	FY2008
2	11	21	29	25	8

In 2002, the Department's software application portfolio consisted of 130 separate systems, built on old technology that require staff to enter data into multiple systems. Existing legacy systems were reduced to 34 and the Department is engaged in an assessment process to determine the most effective enterprise framework to support its direct service work.

Trends/Issues

- Anticipate an increase in retirements over the next two years, requiring the Department to develop and implement a comprehensive recruitment, outreach, retention and succession plan.
- Anticipate an increasing contract workload in FY 2009 and beyond, including implementation of standardized performance measures for customer satisfaction and beneficial impact.
- Implement mandatory training for contract managers to facilitate improved and consistent contract administration and monitoring.



Office of Community Affairs

Betty Lam, Chief



The Office of Community Affairs and its programs support expanding access, improving quality of services, increasing individuals/families' independence and reducing health disparities. We accomplish the mission through education, outreach, system navigation assistance, effective referrals, language services, cultural competency training, and advocacy.

This office includes:

- Community Action Agency
- Head Start
- TESS Center
- Outreach and Language Access

Highlights

- Provided Head Start services to 648 children ages three to five years of age in FY08.
- Sixty seven percent of the students enrolled in Head Start have demonstrated "full readiness" for kindergarten.
- Increased participation in Community Action's Volunteer Income Tax Assistance (VITA) program by almost 100 percent for tax year 2007, serving 451 residents and yielding approximately \$1 million in federal, state and EITC credits for those assisted. More than \$500,000 in federal tax stimulus payments are expected to be collected by low-income residents served by the program.
- Provided language assistance during 50,785 encounters with limited English proficient clients in FY08.
- Delivered increased services to poor and low-income residents and families through six new service partnerships.
- Manna Food Center, Inc., a partner organization, distributed 49,628 boxes of groceries to needy individuals and families.

Stats

Head Start

The Head Start program is a comprehensive program to prepare low-income young children, ages 3 to 5, for success in school. The program is measured annually using Maryland State Department of Education definitions of readiness. Full readiness is defined as consistently demonstrating skills, behaviors, and abilities needed to meet kindergarten expectations successfully.

<i>Head Start Services</i>	Total Served FY2006	Total Served FY2007	Total Served FY2008
FUNDED ENROLLMENT	648	648	648
Wrap Around Child Care Services Before and After "School"	54	42	43
Percentage of Head Start students demonstrating "full readiness" upon entering Kindergarten	59%	63%	67%

Expanding access to financial resources and services for residents through Volunteer Income Tax Assistance (VITA) Program

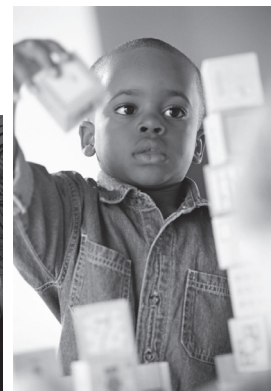
The Community Action Agency's VITA program links residents to HHS services, supports financial self-sufficiency, and increases financial literacy and assists low-income and immigrant residents in filing taxes.

Community Action Agency's VITA Program

<i>Total Federal Returns Filed</i>	FY06	FY07	FY08
Takoma East Silver Spring (TESS) Community Services Center	178	126	118
Progress Place (multi-service homess center)	—	109	333

Trends/Issues

- Expect increased numbers of eligible applicants for Head Start in FY09 compared with FY08.
- Predict declining economy will result in more low-income residents requiring income tax assistance in FY09, generating greater demand for VITA services. The current economic slowdown will increasingly affect racial/ethnic and immigrant communities the hardest, thereby increasing the demand for services, including government assistance and additional language assistance.



Social Services Officer

Joan Planell, Social Services Officer



The Social Services Officer reports to both the Secretary of the Maryland Department of Human Resources and the Director of the Montgomery County Department of Health and Human Services. The Social Services Officer monitors and coordinates state funded social services, including child welfare services, adult services, income assistance programs, and child care subsidy programs.

- Led Department-wide effort to achieve accreditation through the Council on Accreditation (COA) as mandated by the Maryland General Assembly. The Council is scheduled to conduct its on-site review of Montgomery County's social service programs in December 2008.
- Initiated changes to the joint Memorandum of Agreement (MOA) between the County and the State that guides the inter-governmental working relationship for the social service programs. Negotiations are underway.
- Worked collaboratively with other County staff for the passage of Maryland House Bill 910 that allows local departments quicker access to medical information and ensures that the Courts have the necessary medical information when deciding the custody outcome of a child alleged to have been abused or neglected.



Aging and Disability Services

John J. Kenney, Chief



I am very pleased that in these challenging economic times, staff of Aging & Disability Services, has been able to provide services to some of our most vulnerable residents, enabling them to live safely and with dignity in our community. I am also proud of the new initiatives we were able to implement this past year including the expansion of employment opportunities for individuals with disabilities through our Public Intern Program, increasing access to Adult Day Services for seniors and individuals with disabilities, and promoting our Vital Aging Initiative through enhanced public-private sector collaboration.

This Service Area includes:

- Information & Assistance
- Adult Protective Services
- Assisted Living Services
- Autism Waiver
- Developmental Disabilities Resource Coordination
- Home Care & Chore Services
- Case Management
- Long Term Care Ombudsman
- Respite Services
- Senior Nutrition Program
- Senior Community Services

Highlights

- Increased focus on the needs of the growing senior population, including: completion of Phase II of Senior Strategic Plan; convening of Senior Retreat involving County Executive and department directors; creation of Senior Sub-Cabinet; and initiated plans for November 2008 Senior Summit.
- Increased collaboration with public and private agencies to enhance service capacity including:
 - Teamed with Advanced Practice Center for Public Health Emergency Preparedness and Response to expand "Plan to be Safe – Plan 9" campaign.
 - Established memorandum of agreement with local and state agencies to ensure coordinated response to Adult Protective Services investigations.
 - Collaborated with Behavioral Health and Crisis Services to assist clients re-entering community from correctional facilities.



- Expanded service capacity to individuals with developmental disabilities serving 185 individuals awaiting State DDA funding, processing 159 referrals from (DDA) home and community based programs; and implemented the Customized Employment Public Intern Program to employ 29 adults with significant disabilities in nine County agencies.
- Implemented staffing changes in the Aging and Disability Resource Center (ADRC), which resulted in improved service. A trained professional currently answers nine of 10 calls, an increase of seven percent over prior years.

Stats

Adult Protective Services

The number of investigations grew by seven percent from 541 investigations in FY07 to 580 in FY08. Of the cases investigated: 69 percent involved self-neglect, 16 percent neglect by others, 12 percent financial exploitation, and 11 percent physical abuse. Of the cases investigated, 74.5 percent involved persons age 65 or older.

Adult Protective Service Investigations

FY05	FY06	FY07	FY08
470	572	541	580

Senior Nutrition Program

Despite an increase in funding from the County, the senior nutrition budget (the majority of which comes from the federal government) has not kept pace with the need for or the increased cost of meals. The number of individuals served declined by 2.4 percent, and home delivered meals dropped by six percent. In FY08, more than 50 percent of all individuals served in the Senior Lunch Program were from immigrant communities.

Senior Nutrition Program

	FY05	FY06	FY07	FY08
Individual customers served	4,998	5,256	5,464	5,334
Congregate meals served	219,450	220,061	267,889	261,201
Home delivered meals served	71,287	76,138	73,873	69,562

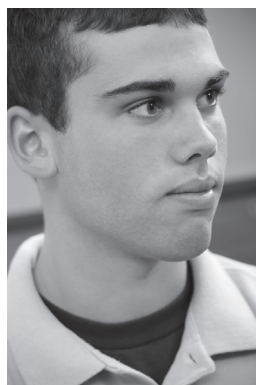
Respite Care

Despite an increase of \$114,930 in funding, the increased hourly cost of providing service caused the total number of individuals receiving respite to decline by 5.6 percent in FY08. Among those served by the program, 91 percent expressed general satisfaction (with 70 percent stating they were “very satisfied”) and 85 percent reported that respite care helped their family member with a disability remain in the community.

<i>Respite Care</i>	FY03	FY04	FY05	FY06	FY07	FY08
Number Served	1,103	1,070	1,493	1,406	1,352	1,276
Hours of Respite	48,045	47,233	56,890	56,269	54,507	55,324

Trends/Issues

- Anticipate the number of seniors in Montgomery County to increase and expect an increase in diversity and number of low-income seniors (American Community Survey indicates number of seniors below poverty doubled from 2000 to 2006 in the County; likely a result of increasingly diversity of older population).
- Anticipate continued increase in demand for services for individuals with autism spectrum disorders. In the past year there was a 20 percent increase in the prevalence of autism spectrum disorder reported in Montgomery County Public Schools from 1 in 180 to 1 in 150.
- Anticipate continued increase in waiting lists for services such as the Older Adult Waiver, the Autism Waiver, Case Management and Home Care services.



Behavioral Health & Crisis Services

David T. Jones, Chief



We made progress this year in providing effective treatment for people experiencing trauma, mental illness and substance abuse disorders. The number of community based behavioral health providers has increased and we hope to expand the network of community based providers during FY09.

This Service Area includes:

- System Planning & Management
- Behavioral Health Community Support
- Outpatient Addiction Services
- Child & Adolescent Mental Health
- Senior Mental Health Services
- Behavioral Health Specialty Services
- Criminal Justice/Behavioral Health
- Victim Assistance and Sexual Assault
- 24 Hour Crisis Services
- Partner Abuse Services

Highlights

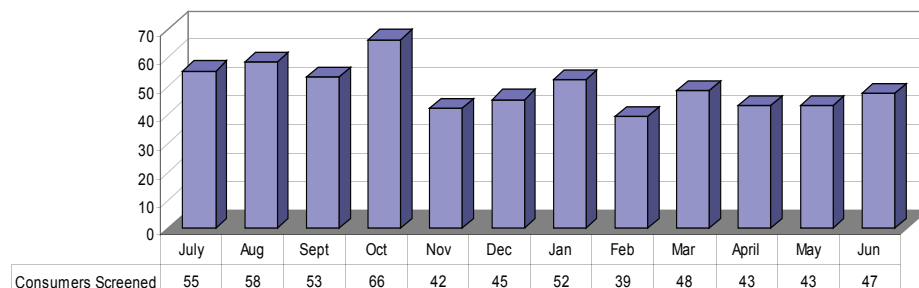
- Implemented the Hospital Diversion Program, diverting individuals without insurance who are psychiatrically stable from emergency departments to community based services.
- Expanded the Drug Court Program, targeting non-violent offenders to receive intensive outpatient substance use and mental health treatment.
- Expanded the use of the Care Management Entity, "Maryland Choices" to provide wraparound mental health services for children with emotional impairments and their families.

Stats

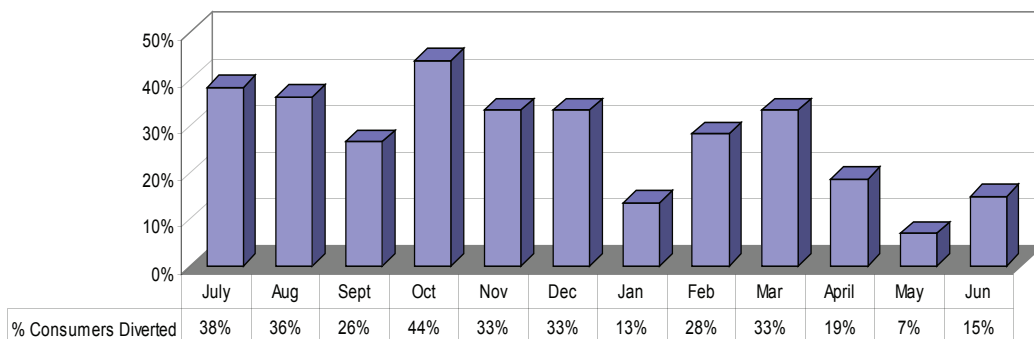
Hospital Diversion

In FY08, the Hospital Diversion program screened 591 individuals; diverted 166 individuals to community based treatment and facilitated the admission of 425 uninsured consumers to inpatient psychiatric treatment. The Hospital Diversion team also works to improve outcomes for consumers with complex clinical needs via strategic case intervention coordination.

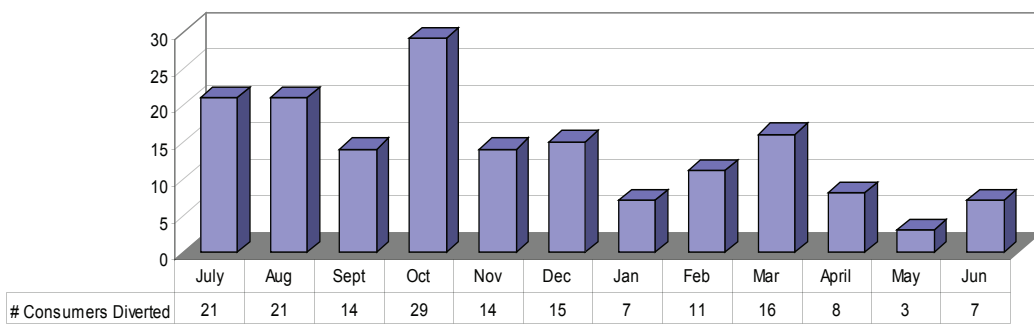
Montgomery County FY 2008 Hospital Diversion Program
Number of Uninsured Consumers Screened in Participating Hospital Emergency Rooms



Montgomery County FY 2008 Hospital Diversion Program
Percent of Uninsured Consumers Diverted to Community Based Level of Care



Montgomery County FY 2008 Hospital Diversion Program
Number of Uninsured Consumers Diverted to Community Based Level of Care



Care Management Entity

During FY08, Maryland Choices, LLC served 90 youth under the County-Wrap contract.

Highlights

- Of the 90 youth served, the majority (44 percent) represent referrals from Montgomery County Public Schools.
- Of the 90 youth served, 93 percent were stabilized and remained in the same or a less restrictive level of care.
- Of the 90 youth served, 86 percent participated in school or work or other daily activity 80 percent of the time.
- All high school seniors enrolled in the program graduated on time, earning their high school diploma.

Trends/Issues

Historically, a downturn in the economy increases risk factors such as stress, trauma and behavioral health issues for individuals and families. Increasing capacity in the following areas improve community resident's abilities to be healthy, safe and happy.

- Increase co-occurring treatment capacity, providing comprehensive treatment for people working to overcome mental illness and substance abuse.
- Increase use of Evidenced Based Practices (EBP), utilizing scientifically proven interventions to ameliorate stress, trauma and improve overall mental wellness.
- Increase access to treatment for individuals and families without health insurance to receive integrated somatic and behavioral health treatment.

Children, Youth and Family Services

Kate Garvey, Chief



This year was filled with tremendous accomplishment and significant challenges. Economic and budget constraints impacted both the families served and the staff who provide the service. We saw sharp increases in calls to child welfare following the tragic episodes in the District of Columbia and Baltimore. We worked across departments to more effectively serve our youth through the Kennedy Cluster and Positive Youth Development Initiatives. We also worked closely with our early childhood partners to establish the Early Childhood Congress and the Leadership in Action Plan. As noted below, we continue to make progress through the hard work of our staff and managers and our close partnerships with organizations and individuals around the county. We look forward to strengthening these partnerships as we anticipate another challenging year ahead.

This Service Area includes:

- Child Welfare Services
- Conservation Corps
- Linkages to Learning
- Juvenile Justice Services
- Quality Enhancement of Early Childhood Services
- Parent Support Services
- Infants and Toddlers Program
- Child Care Subsidies
- Income Supports
- Child and Adolescent Services
- Gang Prevention, Intervention, and Positive Youth Development

Highlights

- Increased the percentage of children involved in the child welfare system going to live with relatives when they cannot remain safely in their own home by 20 percent over the last two years.
- Served over 750 Linkages to Learning families with Thanksgiving assistance and 2,000 children in the Holiday Exchange Program, a 33 percent increase over FY2007.
- Convened the Kennedy Cluster Project with representatives from Montgomery County Government, Montgomery County Public Schools and State and other groups to make recommendations that will help close the achievement gap for African American students.
- Trained 53 percent of the family child care workforce (540 individuals) and 19 percent of the estimated center-based workforce (571 individuals) with 88 percent of participants receiving Core of Knowledge credit towards the Maryland Child Care Credential.
- Assisted 836 customers in multiple programs through the Extended Hours offered at three Income Supports offices on Tuesday evenings.
- Served 125 youth at the Northwood High School Wellness Center and approximately 80 youth participated in the three positive youth development groups that focus on Latino youth, African-American youth, and a multi-ethnic youth group.

- The Youth Violence Prevention Coordinator and his team served at-risk youth, including completion of eight successful mediations involving high risk and gang-involved youth in the County.

Stats

TCA/Food Stamp Caseloads

	FY04	FY05	FY06	FY07	FY08
Temporary Cash Assistance	1,434	1,205	1,157	1,116	1,013
Food Stamps	9,794	10,296	10,859	11,066	11,383

Service Increases

	FY07	FY08	Increase
Child Welfare Investigations	2,391	2,619	10%
Infants & Toddlers Served	3,485	3,747	13%
SASCA Assessments	1,541	1,756	12%

Comparison of Cash and Food Stamp Caseloads

Over the past five years, we have seen slight but steady decreases in the Cash Assistance programs (Temporary Cash Assistance and Temporary Disability Assistance Program) and similar increases in the Food Stamp caseloads.

Trends/Issues

- **Early Childhood Services**

Demand for English for Speakers of Other Languages (ESOL) sessions for child care providers will continue to grow. They have increased from 23 sessions in FY07 to 46 in FY08.

- **Child and Adolescent Services/Linkages to Learning**

Anticipate an increase in referrals to and intensity of family case management services, given the economic climate and forecast; anticipate providing more crisis intervention/eviction prevention services and receiving more requests for emergency utility assistance.

- **Child Welfare Services**

Continue to see a growing number of teens with mental health problems and developmental delays come to the attention of Child Welfare Services. Require ongoing subsidy and increased housing resources for placement of child in child welfare cases with relatives.

- **Income Supports/Employment Services**

Anticipate continued increase in the number of Child Care Subsidy and Income Supports applications and the number of applications denied due to over scale income. The income guidelines for programs has remained the same or had minimal increases, while costs continue to rise.



Public Health Services

Ulder J. Tillman, MD, MPH, Public Health Officer



The goal of Public Health Services is to protect and promote the health and safety of County residents. We do this by monitoring health status, diagnosing and investigating health problems and health hazards, working to contain and prevent disease (including emergency preparedness), ensuring access to health services, developing and implementing programs to address health needs, licensing, inspecting and enforcing laws and regulations affecting public health and safety in facilities and institutions. My deepest thanks to staff, managers and our many partners for their efforts in promoting and protecting the health and safety of our residents!

This Service Area includes:

- Communicable Diseases & Epidemiology
- Community Health Services
- Health Promotion & Substance Abuse Prevention
- Licensure & Regulatory Services
- Montgomery Cares Health Program
- Partnerships & Health Planning
- School Health Services

Highlights

- Educated more than 100,000 middle and high school students and students from alternative schools on the dangers of tobacco use and smoking cessation in collaboration with Montgomery County Public Schools and community partners.
- Provided home visiting and case management services to more than 137 women and 131 infants with more than 1,350 home visits, helping to ensure the health of both mothers and newborns through the Start More Infants Living Equally Healthy (SMILE) program.
- Led more than 80 community organizations in completing the Centers for Disease Control and Prevention's Local Public Health System Assessment to identify strengths and gaps in the county's public health programs and services. The effort was supported by the Montgomery County Collaboration Council and the National Association of County and City Health Officials. The County and community partners will use the results of this assessment in future planning activities
- Provided more than 15,000 immunizations to school children during FY08, helping to protect children's health and decrease communicable diseases in our schools and community.

Stats

*K-12 Students Educated
on Tobacco Dangers and
Secondhand Smoke*

FY06

FY07

FY08

42,879

41,429

100,783

Montgomery County provides classroom-based tobacco education curriculum to students in middle and high school, through Project TNT (Towards No Tobacco Use), a curriculum recommended by the federal Centers for Disease Control and Prevention (CDC). This program, focusing on grades 5 through 8, teaches students about the consequences of tobacco use, good decision-making, effective communication and learning how to “say no” to tobacco and other drugs.

Individuals Served by Montgomery County Health Care Access Programs

	FY07	FY08
Montgomery Cares	13,019	16,773
Maternity Partnership (mothers enrolled in program)	2,323	2,372
Care for Kids	4,277	3,810*

**Decrease is in part due to changes in the Maryland Children’s Health Insurance Program eligibility criteria*

Montgomery County, in collaboration with community partners, supports three major programs to improve both access to health care and the overall quality of life for its residents. Collectively, these three programs coordinate health services for roughly 20,000 county residents each year. The Care for Kids Program (CFK) Program is a partnership between Montgomery County, the Primary Care Coalition, and non-profit clinics and health care providers to ensure that uninsured children have access to primary health care services. Children up to age 19 who are uninsured and whose families have incomes below 250 percent of the federal poverty rate are eligible for the program.

The Maternity Partnership Program, implemented in 1999, is a comprehensive approach to prenatal and postpartum services for uninsured, low income women who are considered to be at high risk of experiencing complications during pregnancy. Clinical services are provided through Holy Cross, Washington Adventist and Shady Grove Adventist hospitals. The program includes prenatal care, nurse case management, prenatal classes, dental services and delivery payment to participating physicians.

Montgomery Cares, www.montgomerycares.org, provides primary care, medications, and limited dental care and mental health services to adults who are age 18 or older, have earned income under 250 percent of the federal poverty level and are unable to obtain health coverage from other sources. Two new participating clinics were added in FY08, bringing the total to 10, and three more delivery sites are planned for FY09.



Maternity Partnerships Statistics for Percentage of Newborns with Healthy Birth Weight

	FY06	FY07	FY08
Total Newborn Deliveries	1,302	1,481	2,096
Percent of Newborns with Healthy Birth Weight	94%	95%	94%

Low birth weight babies (under 2,500 grams/5.8 pounds) are at increased risk of experiencing serious health problems. More than 90 percent of newborns born to mothers enrolled in this program have a healthy birth weight, a level similar to that for non-high risk deliveries in the County and State.

Trends/Issues

- Increasing tobacco use among young adults, especially increases in the use of pipes and cigars, requires the development of innovative tobacco cessation programs that reflect the interests and needs of the County's young adult population (ages 18-24yrs).
- Continue working with community partners to lower the high infant mortality rate among the County's African American residents, which far exceeds that of other racial and ethnic groups. The rolling average annual infant mortality for African Americans (15.77 per 1000 live births) between 2004 and 2006 was more than three times higher than that of Whites (4.79 per 1000 live births). Factors contributing to high African-American infant mortality include low birth weight, premature births and lack of early prenatal care.
- Increasing racial and ethnic diversity in the County will continue to impact growing or persistent health disparities in a number of acute and chronic diseases (ex. HIV/AIDS, diabetes, cancer).



Special Needs Housing

Nadim A. Khan, Chief



The mission of Special Needs Housing (SNH) is to lead the County's efforts to develop accessible, affordable and innovative housing models to serve special needs and homeless populations. We collaborate with public and private agencies to develop and implement strategies to prevent homelessness.

This Service Area includes:

- Housing Stabilization Services
- Rental and Energy Assistance Programs
- Homeless Services

Highlights

- Reorganized the Special Needs Housing Service Area to coordinate and improve services to individuals and families needing emergency assistance and housing subsidies. Programs include emergency services, housing stabilization, homeless services, rental and energy assistance.
- Implemented the Supportive Housing Rental Assistance Program to provide deep subsidies and case management for 70 low income disabled households.
- Developed the Housing First Initiative Plan to refocus homeless services from sheltering to rapid re-housing. Under the plan, an additional 150 homeless individuals and families will be placed in permanent housing over the next 18 months.

Stats

Prevention and Crisis Services

	FY07	FY08
Households Receiving Emergency Assistance Grants	6,137	5,911
Grant Dollars (County and State Funds)	\$2,978,168	\$2,883,283

More grants were provided to prevent eviction and utility cut offs.

Emergency Shelter Services

	FY07	FY08
Homeless Individuals	1,188	1,075
Homeless Families	139 (434 Persons)	181 (587 Persons)

Rental Assistance (RAP)

Eligible households receive a rental subsidy averaging \$200 a month.

	FY07	FY08
Applications Received	3,242	3,216
Average Number of Households Served Monthly	1,715	1,668

Home Energy Assistance Programs

Maryland Energy Assistance Program (MEAP) . . . *assists with home heating costs*

Electric Universal Services Program (EUSP) . . . *assists with electric bills*

Arrearage Program . . . *assists with paying overdue bills*

	FY07	FY08
Applications Received	7,828	9,043
Households Eligible for Benefits		
MEAP	6,161	6,795
EUSP	5,924	6,419
Arrearage Benefits	720	504

Trends/Issues

- Higher demand for assistance with utility payments due to increasing energy costs.
- Aging of the homeless population (30 percent of homeless single individuals in the County are over 50 years of age).
- Shift in homeless services from temporary shelter services to permanent housing with support services.



Department of Health and Human Services

OFFICE OF THE DIRECTOR

Uma S. Ahluwalia, Director

- Policy Oversight and Integration
- Legislative Coordination/Intergovernmental Relations
- Public Information
- Gang Prevention Initiative
- Advisory Boards, Commissions and Committees
- County Council Liaison

COMMUNITY AFFAIRS

Betty Lam, Chief

- Community Action Agency and Board
- Community Outreach
- Disparity Reduction
- Diversity Initiatives
- LEP Compliance

CHIEF OPERATING OFFICER

Corinne Stevens, COO

- Budget and Finance
- Contracts
- Logistics and Facilities
- Information Technology
- Human Resources
- Operations and Administration
- Compliance (ADA, HIPAA, Olmstead)

SOCIAL SERVICES POLICY OFFICER

Joan Planell

- State Intergovernmental Relations
- Social Service Officer

PLANNING, ACCOUNTABILITY AND CUSTOMER SERVICE

JoAnne Calderone, Manager

- Customer Service
- Grants
- Information and Referral
- Performance Management
- Strategic Planning

AGING AND DISABILITY SERVICES

John J. Kenney, Chief

- Information and Assessment Services
- Home and Community Support Services
 - o Community Support Network/Disability Services
 - o Home Care
 - o Adult Protective Services/Case Management Services
 - o Nutrition Program
- Assisted Living and Skilled Nursing Facilities
 - o Assisted Living Services
 - o Ombudsman Program
- Boards and Commissions
 - o Commission on Aging
 - o Commission on People w/Disabilities
 - o Adult Public Guardianship
- Review Board

BEHAVIORAL HEALTH AND CRISIS SERVICES

David T. Jones, Chief

- Mental Health Services
 - o Adults and Seniors
 - o Children and Adolescents
 - o Multicultural Mental Health Services
- Core Service Agency
 - o Substance Abuse/Addiction Services
- Crisis Stabilization
 - o Partner Abuse
 - o Victim Abuse
- Boards and Commissions
 - o Alcohol and Other Drug Abuse Advisory Committee
 - o Mental Health Advisory Committee

CHILDREN, YOUTH AND FAMILY SERVICES

Kate Garvey, Chief

- Linkages to Learning
- Child Welfare
- Child and Adolescent Services
- Juvenile Justice
- Early Childhood Services
- Income Supports and Child Care Subsidy
- Liaison work with MCPS
- Boards and Commissions
 - o Commission on Children and Youth
 - o Commission on Child Care
 - o Commission on Juvenile Justice
 - o Citizen Review Panel

PUBLIC HEALTH SERVICES

Ulder Tillman, Chief and Health Officer

- Community Health Services
- Communicable Disease/Bio-Terrorism
- Cancer and Tobacco Initiatives
- Licensure and Regulatory Services
 - o Assisted Living Facilities Certification
- School Health
- Montgomery Cares
- Health Promotion
- Health Partnerships and Planning
 - o Long Term Care Medical Assistance & Outreach
- Special Projects
- Boards and Commissions
 - o Commission on Health
 - o Montgomery Cares Advisory Board

SPECIAL NEEDS HOUSING

Nadim A. Khan, Chief

- Housing Stabilization / Emergency Services To Prevent Homelessness
 - o Economic Supports
- Emergency Assistance Grants
- Welfare Avoidance Grants
- 60-Month Intervention
 - o Resource Supports
 - o Preventive Crisis Intervention with case management
- Rental and Home Energy Assistance Programs
 - o RAP-Shallow Rental Subsidy Program
 - o SHRAP-Deep Rental Subsidy Program w/Service Coordination
 - o Handicapped Rental Assistance Program
 - o Home Energy Assistance Programs
- Homeless Continuum of Care Coordination
 - o Supported through non profit partners
 - o Single Adult Shelters w/case management
 - o Family Shelters w/case management
 - o Motels Placement and Overflow Shelters
 - o Transitional Programs
 - o Permanent Supportive Housing Programs
- Interagency Housing Workgroup

HHS At A Glance

Fiscal Year 2008 Budget\$273 million

Number of Employees1,579 (1,609 Work Years)

Fifty (50) programs offering services

More than 500 contracts with community-based service providers

More than 100,000 clients served each year

Twenty-three major service locations (service also provided through 199 public schools)

HHS Boards and Commissions

Adult Public Guardianship Review Board

Alcohol & Other Drug Abuse Advisory Council

Board of Social Services

Citizens Review Panel Advisory Group

Collaboration Council on Children, Youth and Families

Commission on Aging

Commission on Child Care

Commission on Children & Youth

Commission on Health

Commission on Juvenile Justice

Commission on People with Disabilities

Community Action Board

Mental Health Advisory Committee

Montgomery Cares Program Advisory Board

Veterans Commission

Victim Services Advisory Board

Recognition and Awards

National Association of Counties Recognition Awards

Best of Category

Pilot Program for Licensure of Foreign-Trained Nursing Professionals

Public Health Services

Outstanding Performance Award

Montgomery Rx Prescription Discount Card Program

Office of the Director

Achievement Award

Enforcement of Quarantine Orders in a Catastrophic Health Event or Pandemic

Public Health Services

Achievement Award

The Tree House, Child Assessment Center

Children, Youth and Family Services

Montgomery's Best Honor Awards

Amy Morantes

Employee of the Year

Group Residential Care

Children, Youth & Family Services

Ellen Wachter

Exceptional Service Award

Victim Assistance & Sexual Assault Program

Behavioral Health & Crisis Services

Yasmin Reyazzudin

Diversity Award for Individual Achievement

Information and Assistance Unit

Planning, Accountability & Customer Service

Departmental Awards

Kim Ball

Cheryl B. Friedman Memorial Customer Service Award

Addictions Program

Behavioral Health and Crisis Services

Sam Zack

Gene Gardner Memorial Humanitarian Award

Outpatient Addiction & Mental Health Services

Behavioral Health and Crisis Services

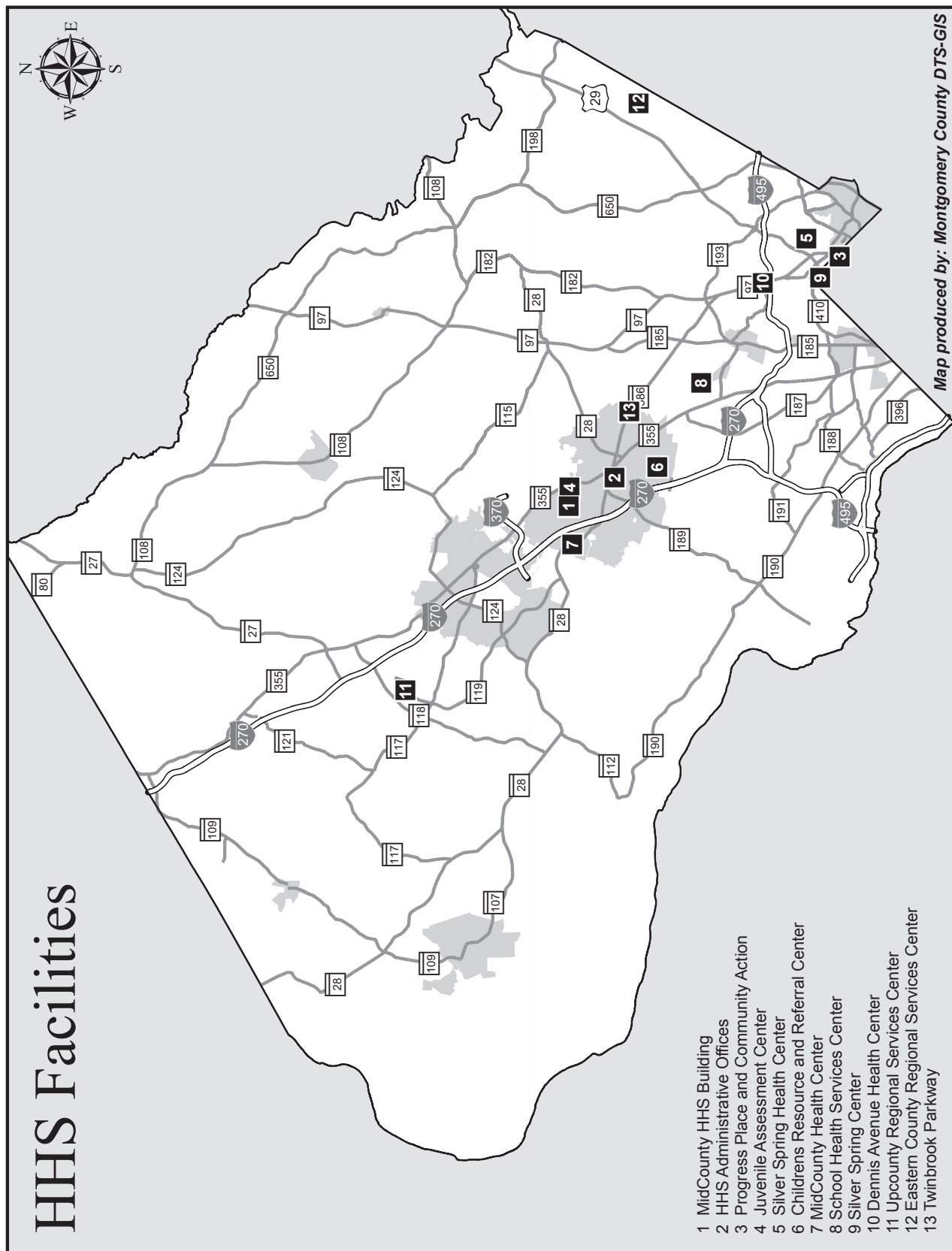
State of Maryland Awards

Lisa Merkin

Maryland Department of Human Resources Social Worker of the Year Award

Child Welfare Services

Children, Youth & Family Services



Major Health and Human Service Locations

EAST COUNTY CENTER

3300 Briggs Chaney Road
Silver Spring, Maryland 20904

- Emergency Services
- Income Support
- Child Care Subsidy
- Immunization SEU
- Senior Assistance

Our Partners:

- Wellness Clinic – Holy Cross Hospital
- EMEA (Emergency Assistance)

UPCOUNTY GOVERNMENT CENTER

12900 Middlebrook Road
Germantown, Maryland 20874

- Housing Services-Prevention & Crisis
- Intervention
- Income Supports
- Maternity & Dental Clinic
- Child Welfare Services
- Community Health Center
- Service Eligibility Unit

CHILDREN, YOUTH & FAMILY SERVICES

51 Monroe Street, 17th Floor
Rockville, Maryland 20850

- Child & Adolescent Services
- Infants & Toddlers
- Linkages to Learning
- Child Welfare Services

CHILDREN'S RESOURCE AND REFERRAL CENTER

322 W. Edmonston Drive
Rockville, Maryland 20850

- Children's Resource Center
- Commission on Child Care
- Infants and Toddlers Program
- Child Care Referrals-LOCATE
- Health Consultation
- TECHNIC and Training

MIDCOUNTY HEALTH CENTER

1335 Piccard Drive
Rockville, Maryland 20850

- African-American Health Initiative
- Dental Services
- Development Evaluation Services for Children (DESC)

- Ombudsman for Health Care
- Service Eligibility Unit
- Juvenile Justice Services-Case Management
- Commission on Health
- Community Health Center

HHS ADMINISTRATIVE OFFICES

401 Hungerford Drive
Rockville, Maryland 20850

- Administrative Offices
- Aging and Disability Services

Our Partners:

- Montgomery County Volunteer and Community Center
- Volunteer Partnership Montgomery

MONTGOMERY COUNTY HEALTH AND HUMAN SERVICES

751 Twinbrook Parkway
Rockville, Maryland 20850

- Outpatient Addiction Services
- Adult Mental Health
- System Planning and Management Services

HHS SILVER SPRING CENTER

8818 Georgia Avenue
Silver Spring, Maryland 20910

- Child & Adolescent Mental Health Services
- Emergency Services
- Income Support Services
- Multicultural Program
- Resource Information Center

Our Partners:

- Ministries United for Silver Spring and Takoma Park (MUSST)

SILVER SPRING HEALTH CENTER

8630 Fenton Street
Silver Spring, Maryland 20910

- Child Welfare Services
- Dental Services
- Health Promotion
- Five-a-Day Nutrition Program
- Service Eligibility Unit
- Smoking Cessation Program
- Substance Abuse Program
- Community Health Center

*Service Locations, continued***AVERY ROAD CENTER**

14701-05 Avery Road
Rockville, Maryland 20853

- Residential Treatment
- Detoxification Services
- Halfway House

COLESVILLE CENTER

14015 New Hampshire Avenue
Silver Spring, Maryland 20904

Our Partners:

- Adult Dental Clinic
- MANNA Food Bank
- Colesville Child Care
- C-4 Clothes Closet

MIDCOUNTY DHHS BUILDING

1301 Piccard Drive
Rockville, Maryland 20850

- Abused Persons Program
- Child Welfare Services
- Hearing Clinic
- Income Support Program
- Maryland Energy
- Assistance Program
- Montgomery County Crisis Center
24 Hours of Operation
- Rental Assistance Program
- School Health Services
- Victim and Sexual Assault Program

CONSERVATION CORPS

12210 Georgia Avenue
Silver Spring, Maryland 20902
(Temporarily relocated to
14900 South Lawn Lane, Rockville)

- Training Center
- Corps Headquarters

DENNIS AVENUE HEALTH CENTER

2000 Dennis Avenue
Silver Spring, Maryland 20902

- Birth and Death Records
- Disease Control Services
- Foreign Travel Information
- HIV/AIDS Services
- Immunization Program
- Rabies Information
- Refugee Health Services
- Sexually Transmitted Disease Services
- Tuberculosis Control
- Supply Warehouse

PROGRESS PLACE

8210 Colonial Lane
Silver Spring, Maryland 20910

- Community Action Agency

Our Partners:

- Shepherd's Table
- Visions
- Community Clinic, Inc./
Community Vision

THE TESS CENTER

8513 Piney Branch Road
Silver Spring, Maryland 20910

- Abused Persons Program
- Health Counseling and Assistance
- Legal Aid Program

Our Partners:

- Health Choice Program
- Manna Food Distribution

JUVENILE ASSESSMENT CENTER

7300 Calhoun Place
Rockville, Maryland 20854

- Court Evaluation Services (CAFES)
- Child Welfare Services
- Juvenile Justice Services-Administration
- ChildLink
- Commission on Juvenile Justice
- Screening and Assessment Services for
Children and Adolescents (SASCA)

MID-COUNTY REGIONAL SERVICES CENTER

2424 Reedy Drive
Wheaton, Maryland 20902

- Women's Cancer Control
- Projecto Salud Health Clinic
- HHS Outreach Center
- Multicultural Mental Health

HOLIDAY PARK

3950 Ferrara Drive
Wheaton, Maryland 20906

- Latino Health Initiative

COMMUNITY SUPPORT NETWORK (A&D)

11 N. Washington Street, Suite 450
Rockville, Maryland 20850

- Community Support Network

LAWRENCE COURT CENTER

1 Lawrence Court
Rockville, Maryland 20850

- Addiction Services-Halfway House

Contact Information

Montgomery County Department of Health and Human Services

Administrative Offices

401 Hungerford Drive, 5th Floor
Rockville, Maryland 20850

Information and Assistance Unit

240-777-1245
TTY 240-777-1295

24 Hour Telephone and Walk In Crisis Center

240-777-4000

www.montgomerycountymd.gov/hhs

Uma S. Ahluwalia, *Director*

Corinne Stevens, *Chief Operating Officer*

Joan Planell, *Social Services Officer*

Betty Lam, *Chief, Office of Community Affairs*

JoAnne Calderone, *Manager, Planning Accountability & Customer Service*

John J. Kenney, *Chief, Aging & Disability Services*

David T. Jones, *Chief, Behavioral Health and Crisis Services*

Kate Garvey, *Chief, Children, Youth and Family Services*

Ulder J. Tillman, MD, *Chief, Public Health Services*

Nadim A. Khan, *Chief, Special Needs Housing*





Montgomery County Government
Department of Health and Human Services
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